



Service Definition –
Performance testing and assurance service

Service Definition Performance Testing and Assurance Service

Fimatix UK Ltd

**G-Cloud 15
Lot 3 Cloud Support**

Performance Testing and Assurance Service

Supplier

Fimatix UK Ltd

Service overview

This service helps public-sector organisations assess and improve the performance, scalability, and resilience of digital services. It provides structured performance testing and assurance for web, mobile, and desktop applications to reduce the risk of performance failure during peak demand and before live release.

The service supports Agile and DevSecOps delivery and provides evidence to support assurance, capacity planning, and go-live decision-making.

What the service includes

The service can include the following activities, tailored to buyer needs:

- Performance testing strategy and planning
- Load and stress testing to assess peak demand behaviour
- Scalability and volume testing to assess growth and capacity limits
- Endurance and soak testing to assess stability over time
- Spike testing to assess sudden increases in demand
- Failover and resilience testing where supported by the environment
- Analysis of performance bottlenecks and constraints
- Reporting with clear findings and prioritised recommendations

This is a professional testing and assurance service.

Typical use cases

Buyers typically use this service when:

- Preparing a digital service for public launch or major change
- Assessing performance risk for services subject to peak or seasonal demand
- Supporting capacity planning and infrastructure decisions
- Investigating performance issues in pre-production environments
- Providing evidence for assurance, audit, or go-live decisions

Service delivery approach

Performance testing begins with discovery and planning to understand user journeys, expected load profiles, non-functional requirements, and environmental constraints.

Realistic performance scenarios are designed to reflect expected user behaviour and peak usage patterns. Tests are executed using cloud-based load generation to simulate real-world access paths through networks and application infrastructure.

Results are analysed to identify performance constraints and potential failure points. Findings are prioritised by user impact and risk, with clear recommendations provided to support remediation and capacity planning.

Service outputs and outcomes

Typical outputs may include:

- Performance test plans and scenarios
- Test execution results and analysis reports
- Identification of performance bottlenecks and risks
- Evidence to support capacity planning and assurance

Expected outcomes include:

- Reduced risk of performance-related service failure
- Improved confidence in service readiness

- Better-informed infrastructure and scaling decisions
- Earlier identification of performance constraints

Data protection and information assurance

Fimatix operates information security and quality management processes aligned with ISO/IEC 27001 and ISO 9001. Any access to systems or data required for testing is agreed in advance and limited to what is necessary.

Personal data is not required for performance testing unless explicitly agreed and is handled in accordance with UK GDPR and data protection legislation.

Onboarding and offboarding

At service start, scope, environments, access requirements, and reporting formats are agreed. A named delivery lead coordinates activities with buyer teams.

At service end, all agreed reports and test artefacts are provided to the buyer, and access to systems is removed.

Service levels

This is a professional testing and assurance service and does not include technical uptime or availability SLAs. Performance is managed through agreed objectives, milestones, and regular progress reviews.

Pricing and commercial model

The service is typically delivered on a time-and-materials basis using SFIA-aligned day rates. Fixed-price testing engagements for defined scopes may be agreed where appropriate.

Invoicing is monthly in arrears.

Service constraints

Service Definition - Performance Testing and Assurance Service

- This service provides performance testing and assurance only and does not include live service operation
- Performance results depend on the representativeness of test environments and scenarios
- Failover and resilience testing are limited to capabilities available in the test environment
- Final decisions on remediation and release remain with the buyer

Customer responsibilities

Buyers are responsible for:

- Providing access to suitable test environments and documentation
- Defining expected performance and capacity requirements
- Acting on performance testing findings and recommendations

Experience

Fimatix has supported public-sector organisations with performance testing and assurance for digital services operating at scale, including services subject to high peak demand and critical availability requirements.

References and case studies are available on request.